



**Risk Management
Linn County, Iowa**

Steve Estenson - Risk Manager
Brian Hahn - Safety Technician
Tammy Sayasit - Secretary

Administrative Office Building
930 First Street Southwest
Cedar Rapids, Iowa 52404-2161

March 20, 2009

John Marini
Adjusters International
126 Business Park Drive
Utica, NY 13502

Dear John:

As you know, Linn County was devastated by flooding during the summer of 2008. With the assistance of Adjusters International, we are very confident in making a recovery that will truly demonstrate the strength and determination of our staff as well as the community. A very integral part in this recovery process has involved the exceptional work of Larry Travis.

With Larry's leadership and guidance, we at Linn County have a clearer understanding of what lies ahead of us as we continue our recovery. His dedication to educating our staff on the FEMA Public Assistance Program was remarkable. I feel very confident in relying on Larry's abilities, knowledge and understanding of the Stafford Act and the processes involved in disaster recovery.

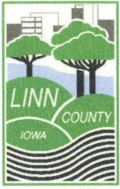
Larry's efforts have undoubtedly maximized our recovery potential. A specific example of this was his drive to have architects and engineers prepare the damage cost estimate forms on our damaged buildings. By taking this approach, Linn County made long strides in having funding obligated in an expeditious manner. It was ideas and actions like this that were not only the benefit of Linn County, but fostered the great relationship he built with the FEMA and State representatives working on Linn County projects.

I look forward to our continued relationship with Adjusters International as we work to close out of this disaster. Working with Larry Travis has been a pleasant and fulfilling experience in a process that I can not imagine going through without his assistance.

Respectfully,

Steve Estenson
Linn County Risk Manager
Authorized Public Assistance Representative





**Board of Supervisors
Linn County, Iowa**

Lu Barron - District 1
Linda Langston - District 2
Ben Rogers - District 3
Brent Oleson - District 4
James M. Houser - District 5

Administrative Office Building
930 First Street Southwest
Cedar Rapids, Iowa 52404-2161

November 10, 2009

Mr. John W. Marini
Chief Operating Officer
Adjusters International
126 Business Park Drive
Utica, NY 13502

Dear Mr. Marini:

I wanted to take the opportunity to let you know how much Linn County has appreciated the outstanding work done on our behalf by Larry Travis and Jon Betrus of your office.

When the County was hit by flooding of historic proportions in June of 2008, the issues that confronted the Board of Supervisors were daunting. Foremost among them was the prospect of dealing with the detailed regulations and requirements governing FEMA claims, as 10 of Linn County's 14 public buildings sustained significant damage at an estimated monetary loss of over \$60 million.

As the Board of Supervisors tackled issues we had no real experience with, Larry's knowledge and familiarity with the process was invaluable. His expertise, professionalism and exceptional steadiness engendered tremendous confidence among both the Supervisors and management staff. Additionally, his continuing availability as we work through ongoing issues with FEMA remains an important part of our flood recovery. Jon's dedication to our efforts was likewise a huge source of motivation to our employees. Both Larry's and Jon's presence in our office contributed greatly to the optimistic and resilient spirit we have encouraged county-wide.

Although much remains to be done in our flood recovery efforts, Linn County is well on its way to being whole again. Larry's and Jon's work was absolutely essential in our getting to this point.

Sincerely,



Linda Langston
Linn County Board of Supervisors

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